# **2021 Undergraduate Cost of Attendance Survey**

# University of California Office of the President June 4, 2021

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#### Cover letter and statement of consent

#### What is COAS?

The Cost of Attendance Survey (COAS) is an online survey administered every third year to a sample of all University of California undergraduate students. This survey is an important tool to better understand the day-to-day expenses of students. COAS data is used to estimate the total cost of attendance at UC campuses, which can influence financial aid policies and programs designed to help keep UC affordable for years to come. With appropriate IRB approval, the data may also be used in anonymized form for academic research.

#### **Prizes**

As an appreciation for your time, prize drawings will be held once per week while the survey is open. When you complete the survey, you will automatically be entered for a chance to win a prize in the remaining drawings.\*

Prizes are valued at approximately \$8,250 and include the following:

- Six \$500 gift cards (one awarded weekly while supplies last)
- Seventy \$75 gift cards (seven awarded weekly while supplies last)

The earlier you respond, the more chances you have to win. Winners will be notified via email and provided with additional details about their prize.

**Voluntary Participation** Your participation is voluntary. Your decision to participate will not affect your grades or your relationship with UC or benefits to which you may otherwise be entitled. You may withdraw from the survey at any time, or skip questions that you do not wish to answer, with the exception of a small number of questions that are used to route you to appropriate sections of the survey.

#### **Benefits**

While there may not be any direct benefit to you from participating, COAS gives students an opportunity to comment on the cost of the education they are receiving in the context of their daily lives. This information helps the University evaluate and improve undergraduate programs and services.

#### **Protecting your privacy**

For aggregation purposes only, survey responses will also be matched against certain administrative data such as major, years of attendance, credits completed, gender, race and ethnicity, etc. Data that can identify you individually is limited to Student ID and email address, which are used strictly for the purposes of emailing survey invitations and reminders. Please be assured that your identity will not be connected to your survey responses, your responses will be confidential, and the results of the study will be reported only as aggregate data. Any identifiable information that is obtained in connection with this study will remain confidential and will be disclosed only with your permission or as required by law.

#### **Asking Questions and Reporting Concerns**

If you have any questions about this study or how responses will be used, please contact survey staff at (510) 287-3378 or <a href="mailto:costofattendancesurvey@ucop.edu">costofattendancesurvey@ucop.edu</a>.

**CONSENT TO PARTICIPATE** By selecting "Agree," I am providing my consent to this survey research effort, as described above. I understand and will participate.

O Agree (1)
O Disagree (0)

<sup>\*</sup>To enter the drawings <u>without</u> completing the survey, you must send a self-addressed, stamped letter containing your name and email address to: Graduate, Undergraduate, and Equity Affairs, Attn: N. Mairena, UC Office of the President, 1111 Franklin St, Oakland, CA 94607. This letter must be received by June 1, 2021 to be entered in the final drawing. If you would like to be entered in the interim prize drawings, your eligibility starts one day after our receipt of the letter.

#### **Survey Instructions**

Please follow these instructions when responding to the survey questions: **If you have a spouse, children, or other dependents**, please include their housing, food, transportation, and personal expenses.

If you are **single with no dependents** and share any of the expenses asked about in the survey (e.g., housing, food, transportation, personal, health expenses) with roommates or family members who live with you, please **report your share only**.

On this survey, all expenses are to be reported for the **current academic year, 2020-2021**. When reporting monthly expenses, please estimate costs for a typical month within the current academic year, not necessarily the current month.

Only include expenses for those items specifically requested by each question. There is space provided near the end of the survey for any expenses that do not fit into the predefined categories.

Use the toolbar provided in the survey, not your internet browser, for backward and forward navigation.

You can leave the survey at any time and your answers will be saved. To access the rest of the survey, log in again to pick up where you left off.

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# Living expenses

Q1 For this academic term, where do you live?	
○ With parent(s) or legal guardian(s) (1)	
○ With other relative(s) (2)	
O University dormitory or residence hall (3)	
O University apartment or house (4)	
Off-campus non-university apartment, house, or room you are renting (5)	
Off-campus non-university dormitory or residence hall (6)	
O House you own or are buying (7)	
○ Co-op (8)	
O Homeless or no consistent place to sleep (e.g., couch surfing, living in car, no local home) (9)	
Q2 Do you have children or dependents (excluding your spouse) for whom you provide at least 50% of their financial support?	
○ Yes (1)	
O No (2)	
Q3 What is your current marital status?	
<ul> <li>Single (separated, divorced, widowed, or never married) (1)</li> </ul>	
O Married (2)	
Registered domestic partner (3)	

Display Q4 - Q8 if Q1 = With parent(s) or legal guardian(s)

Or Q1 = With other relative(s)

Or Q1 = Off-campus non-university apartment, house, or room you are renting

Or Q1 = Off-campus non-university dormitory or residence hall

Or Q1 = House you own or are buying

Or Q1 = Co-op

#### **Housing expenses**

The following set of questions will ask you about your living accommodations and expenses while residing in an off-campus apartment, a house you own, living with your parents or another relative, a co-op, or other non-university housing.

In the context of these questions, "housemates" refers to the number of people with whom you share a whole apartment or suite and "roommates" refers to the number of people with whom you share a bedroom. For example, if you live in a residence hall room with one other person, your answer to <nosemates> would be "not applicable" and your answer to <roommates> would be "one".

Q4 In what zip code	do you live while atter	nding the University?	

Q5 If you live in a house or apartment, how many housemates do you have who contribute toward rent?

Exclude yourself, spouse, children, or other family members.

○ None (0)
One (1)
○ Two (2)
○ Three (3)
○ Four (4)
○ Five (5)
○ Six (6)
○ Seven (7)
○ Eight (8)
O Nine (9)
○ Ten (10)
○ Eleven (11)
○ Twelve (12)
○ Thirteen (13)
O Fourteen (14)
○ Fifteen or more (15)
Q6 How many roommates do you have (with whom you share a bedroom)?
Exclude yourself, spouse, children, or other family members.
O None (0)
One (1)
○ Two (2)
○ Three (3)
O Four (4)

	$\circ$	Five (5)
	0	Six or more (6)
Q7	' Wh	nat is your share of the monthly housing costs for your residence?
		e rent, mortgage payments and property taxes, payments to parents or other relatives in for living with them, etc.
	-	utilities are included in your rent or monthly housing payment, please include them here. If are paid separately from the housing payments, do not report them here.
	0	Nothing (1)
	0	Less than \$300 (2)
	0	\$300 to \$399 (5)
	0	\$400 to \$499 (6)
	$\circ$	\$500 to \$599 (7)
	$\circ$	\$600 to \$699 (8)
	0	\$700 to \$799 (9)
	$\circ$	\$800 to \$899 (10)
	0	\$900 to \$999 (11)
	$\circ$	\$1,000 to \$1,099 (12)
	$\circ$	\$1,100 to \$1,199 (13)
	0	\$1,200 to \$1,299 (14)
	0	\$1,300 to \$1,399 (15)
	0	\$1,400 to \$1,499 (16)
	0	\$1,500 to \$1,599 (17)

○ \$1,600 to \$1,699 (18)

○ \$1,700 to \$1,799 (19)

○ \$1,800 to \$1,899 (20)	
\$1,900 to \$1,999 (4)	
○ \$2,000 or more (3)	
Q8 Taking seasonal variations into account, what is your share of the average monthly utility costs for your residence? (Please include gas/electricity, water, trash, landline telephone, internet, etc.)	
If any utilities are included in your rent (as reported in the last question), please do not report them here.	
Monthly Average	
O Nothing (1)	
O Less than \$20 (2)	
\$20 to \$39 (3)	
○ \$40 to \$59 (4)	
○ \$60 to \$74 (5)	
○ \$75 to \$99 (6)	
○ \$100 to \$124 (7)	
○ \$125 to \$149 (8)	
○ \$150 to \$174 (9)	
○ \$175 to \$199 (10)	
○ \$200 or more (11)	

## **Food expenses**

Display Q11 – Q13 if Q9 Do you have a campus meal plan? = Yes (includes meal plans purchased as part of a housing contract)

QTT HOW many means per week are covered by your mean plant?
O All of my meals (1)
O Most of my meals (2)
O Half of my meals (3)
○ Less than half of my meals (4)
Q12 How often do you buy meals outside of your meal plan (e.g., restaurant, cafe, vending machines, groceries, or take-out)?
O Never (0)
○ 1 to 3 times a week (1)
O 4 to 7 times a week (2)
○ 8 to 11 times a week (3)
12 to 14 times a week (4)
○ 15 or more times a week (5)
Q13 In addition to your campus meal plan, what are your <u>weekly</u> expenses for snacks and meals eaten outside of your meal plan (e.g., restaurant, cafe, vending machines, groceries, or take-out)?
O Nothing (1)
O Less than \$10 (2)
\$10 to \$24 (3)
\$25 to \$49 (4)
\$50 to \$74 (5)
\$75 to \$99 (6)
\$100 to \$124 (7)
\$125 to \$149 (8)

○ \$150 or more (9)

#### Display Q14 – Q16 if Q9 Do you have a campus meal plan? = No

Q14 Where you currently live, what is your share of the $\underline{\text{weekly}}$ expenses for groceries and household supplies (cleaning materials)?
O Nothing (1)
O Less than \$10 (2)
○ \$10 to \$24 (3)
○ \$25 to \$49 (4)
○ \$50 to \$74 (5)
○ \$75 to \$99 (6)
○ \$100 to \$124 (7)
○ \$125 to \$149 (8)
○ \$150 or more (9)
Q15 How often do you buy meals outside of what you prepare at home (e.g., restaurant cafe, vending machines, or take-out)?
O Never (0)
○ 1 to 3 times a week (1)
○ 4 to 7 times a week (2)
O 8 to 11 times a week (3)
○ 12 to 14 times a week (4)
○ 15 or more times a week (5)
Q16 What are your <u>weekly</u> expenses for snacks and meals eaten away from your local residence (e.g., restaurant, cafe, vending machines, or take-out)?
O Nothing (1)
O Less than \$10 (2)
○ \$10 to \$24 (3)

- \$25 to \$49 (4)
- \$50 to \$74 (5)
- \$75 to \$99 (6)
- \$100 to \$124 (7)
- \$125 to \$149 (8)
- \$150 or more (9)

#### **Phone expenses**

# Q17 For your cellular/mobile phone, what is your share of the total <u>monthly</u> cost of your plan?

Do not include the cost of the phone itself.

Monthly Average

	NI III	/4\
( )	Nothing	111
$\overline{}$	Nouming	\ ' <i>'</i>

- O Less than \$20 (2)
- \$20 to \$29 (3)
- \$30 to \$39 (4)
- \$40 to \$49 (5)
- \$50 to \$59 (6)
- \$60 to \$69 (7)
- \$70 to \$79 (8)
- \$80 to \$89 (9)
- \$90 to \$99 (10)
- \$100 or more (11)

#### **Transportation expenses**

Q18 How many miles do you commute (one way) to campus?
○ Less than 1 (1)
O 1 to 5 (2)
O 6 to 10 (3)
O 11 to 20 (4)
O 21 to 30 (5)
○ 31 to 40 (6)
○ 41 to 50 (7)
○ 51 to 60 (8)
○ More than 60 (9)
Q19 For the current academic year (2020-21), please indicate ALL of your local modes of transportation while attending school (i.e. for transportation to and from the campus for school-related purposes and to and from work, buying groceries, running errands locally).
Check all that apply:
□ Walk (1)
☐ Bike/Scooter/Skateboard (2)
☐ Car or Motorcycle (3)
☐ Public transportation (4)
Rideshare (Lyft, Uber) (5)
Car Share (Zip Car, Getaround, Relayrides, etc.) (6)
☐ Bike/Electic Scooter Share (7)

Q20 For the current academic year (2020-21), please write in your <u>monthly</u> costs associated with each of the modes of transportation you indicated. (INCLUDE bus fare, ride/car share costs, bike or scooter maintenance, etc. EXCLUDE personal car expenses, which will be asked in the following question. Do not include long distance travel to

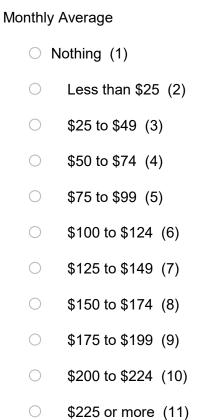
hometown or for vacation.)				
Monthly expense in dollar amount (whole numbers only)				
O Car or Motorcycle (5)				
O Public transportation (6)				
O Rideshare (Lyft, Uber) (7)				
Car Share (Zip Car, Getaround, Relayrides, etc.) (8)				
O Bike/Electic Scooter Share (9)				
Display Q21 if Q19 For the current academic year (2020-21), please indicate ALL of your local modes of transportation = Car or Motorcycle				
Q21 If you own/finance or lease a motor vehicle, please report the amount you pay each month on the following:  Monthly expense (whole numbers only)  Car/Motorcycle Payment (5)				
<ul><li>Insurance (6)</li><li>Gas (7)</li></ul>				
O Parking (8)				
○ Tolls (9)				
○ Maintenance (4)				
Display Q22 if Q19 For the current academic year (2020-21), please indicate ALL of your local modes of transportation = Car or Motorcycle				
Q22 <b>How much do you pay <u>per year</u> on vehicle registration?</b> Annual Expense (Enter a number between 1 and 999, whole numbers only)				

Q23 For the current academic year (2020-21), do you travel to and from the residence(s) of your parent(s) or your permanent residence (if different from your local residence)? If you regularly travel to multiple locations, please select the one which you visit most often. Yes, I travel to a residence(s) within California (1) Yes, I travel to a residence(s) outside California, but in the U.S. (2) Yes, I travel to a residence(s) outside the U.S. (3) No, I do not travel to a non-local residence (4) Display Q24 if Q23 For the current academic year (2020-21), do you travel to and from the residence(s) of your parent... != No, I do not travel to a non-local residence Q24 For the current academic year (2020-21), what are your typical expenses (e.g., airfare, bus fare, train fare, car share, gasoline) for traveling to and from the residence(s) of your parent(s) or your permanent residence? For the Current, Nine-Month Academic Year O Nothing (1) Less than \$135 (2) \$135 to \$269 (3) \$270 to \$404 (4) \$405 to \$539 (5) \$540 to \$674 (6) \$675 to \$809 (7) \$810 to \$944 (8) \$945 to \$1079 (9)

\$1080 or more (10)

#### **Personal expenses**

Q25 What are your <u>monthly</u> expenses for clothing, shoes, laundry, dry cleaning, toiletries, and haircare?



Q26 What are your monthly expenses for health care costs not covered by insurance (e.g., copayments, medication, and deductibles associated with medical, dental, and mental health care)?

#### Monthly Average

- O Nothing (1)
- O Under \$10 (2)
- \$10 to \$19 (3)
- O \$20 to \$29 (4)
- \$30 to \$39 (5)
- \$40 to \$49 (6)
- \$50 to \$64 (7)
- \$65 to \$79 (8)
- \$80 to \$94 (9)
- \$95 to \$104 (10)
- \$105 to \$119 (11)
- \$120 or more (12)

Q27 What are your <u>monthly</u> expenses for recreation (e.g., nonacademic books, magazines, music, cable/satellite television, movies, concerts, sporting events, nonacademic software, club fees or dues, or athletic or recreation fees over and above what is included in your campus fees)?

#### Monthly Average

- O Nothing (1)
- O Less than \$25 (2)
- \$25 to \$49 (3)
- \$50 to \$74 (4)
- > \$75 to \$99 (5)
- O \$100 to \$124 (6)
- \$125 to \$149 (7)
- \$150 to \$174 (8)
- \$175 to \$199 (9)
- \$200 to \$224 (10)
- \$225 or more (11)

# **Books, supplies, and computers**

Q28 Do you have a desktop or laptop computer that meets your educational needs?					
0	Yes (1)				
0	No (2)				
Display	Q29 if Q28 Do you have a desktop or laptop computer that meets your educational needs = N				
	hat technology do you use to complete assignments?				
Check	all that apply:				
	Tablet (1)				
	Phone (4)				
	Computer lab (5)				
	Borrow computer (6)				
	Other (7)				
textbo	hat are your average expenses for course books <u>each quarter/semester</u> (e.g., oks, course readers, textbook rentals, digital text books)?  uarter/Semester				
$\circ$	Less than \$100 (1)				
$\circ$	\$100 to \$149 (2)				
$\circ$	\$150 to \$199 (3)				
$\circ$	\$200 to \$249 (4)				
$\circ$	\$250 to \$299 (5)				
0	\$300 to \$349 (6)				
0	\$350 to \$399 (7)				
$\circ$	\$400 to \$449 (8)				
$\bigcirc$	\$450 to \$499 (9)				

	$\circ$	\$500 or more (10)			
Q31 What are your average expenses for other necessary educational supplies equipment <u>each quarter/semester</u> (e.g., printing, blue books, pens, paper, notel <b>ALEKS/interactive clickers</b> , flash drives, art supplies, subscription services, etc Do not include the purchase of a personal computer, tablet, computer software or applications.					
	Per C	Quarter/Semester			
	$\circ$	Less than \$20 (1)			
	$\circ$	\$20 to \$39 (2)			
	$\circ$	\$40 to \$59 (3)			
	0	\$60 to \$79 (4)			
	$\circ$	\$80 to \$99 (5)			
	$\circ$	\$100 to \$119 (6)			
	$\circ$	\$120 to \$139 (7)			
	$\circ$	\$140 to \$159 (8)			
	$\circ$	\$160 to \$179 (9)			
	$\circ$	\$180 to \$199 (10)			
	$\circ$	\$200 or more (11)			
Q32 For the current academic year (2020-21), have you purchased any of the following items to use generally for school related purposes?  Check all that apply:					
	□ A	desktop or laptop computer (1)			
	☐ A tablet (2)				
	Additional hardware (e.g., monitor, hard drive, printer) or repairs outside of an extended service contract (3)				
		dditional software (e.g., word processing, spreadsheets, graphics, statistical analysis, ramming languages) (4)			

○ None of the above (5)

Display Q33 if Q32 For the current academic year (2020-21), have you purchased any of the following items to use gen... = A desktop or laptop computer

Q33 For the current academic year (2020-21), what have been your expenses for the purchase of a desktop or laptop computer that you generally use for school-related purposes?

Do not include the purchase of a tablet. If you did not purchase a computer during this academic year, select 'nothing'. If you purchased more than one computer, answer for the computer that you use most for school-related purposes. Include the cost of an extended service plan if purchased at the same time as the computer.

- O Nothing (1)
- Less than \$250 (2)
- \$250 to \$499 (3)
- \$500 to \$749 (4)
- \$750 to \$999 (5)
- \$1,000 to \$1,249 (6)
- \$1,250 to \$1,499 (7)
- \$1,500 to \$1,749 (8)
- \$1,750 to \$1,999 (9)
- \$2,000 to \$2,249 (10)
- \$2,250 to \$2,499 (11)
- \$2,500 or more (12)

Display Q34 if Q32 For the current academic year (2020-21), have you purchased any of the following items to use gen... = A tablet

Q34 For the current academic year (2020-21), what have been your expenses for the purchase of a tablet that you generally use for school-related purposes?

Do not include the purchase of a desktop or laptop computer. If you did not purchase a tablet

during this academic year, select 'nothing'. If you purchased more than one tablet, answer for the tablet that you use most for school-related purposes. Include the cost of an extended

service plan if purchased at the same time as the tablet.					
0	Nothing (1)				
$\circ$	Less than \$250 (2)				
$\circ$	\$250 to \$499 (3)				
$\circ$	\$500 to \$749 (4)				
$\circ$	\$750 to \$999 (5)				
$\circ$	\$1,000 or more (6)				
items to u	235 if Q32 For the current academic year (2020-21), have you purchased any of the following use gen = Additional hardware (e.g., monitor, hard drive, printer) or repairs outside of an service contract				
Q35 For the current academic year (2020-21), what have been your expenses for additional computer hardware (e.g., modem, monitor, hard drive, printer) and repairs or service for the computer you generally use for school-related purposes?					
Do not include hardware or service costs already included in the cost of the computer or expenses that occurred prior to this year.					
$\circ$	Nothing (1)				
$\circ$	Less than \$250 (2)				
$\circ$	\$250 to \$499 (3)				
$\circ$	\$500 to \$749 (4)				
$\circ$	\$750 to \$999 (5)				
$\circ$	\$1,000 to \$1,249 (6)				
$\circ$	\$1,250 to \$1,499 (7)				
$\circ$	\$1,500 to \$1,749 (8)				
$\circ$	\$1,750 to \$1,999 (9)				
$\circ$	\$2,000 to \$2,249 (10)				
	\$2,250 to \$2,499 (11)				

\$2,500 or more (12)

Display Q36 if Q32 For the current academic year (2020-21), have you purchased any of the following items to use gen... = Additional software (e.g., word processing, spreadsheets, graphics, statistical analysis, programming languages)

Q36 For the current academic year (2020-21), what have been your expenses for software or applications (e.g., word processing, spreadsheet, graphics, statistical analysis, programming languages, digital media software) directly related to coursework or research?

Do not include software or application costs included in the cost of your computer or tablet, or expenses that occurred prior to this academic year. Do not include games or other entertainment software or applications.

Nothing (1)
Less than \$50 (2)
\$50 to \$99 (3)
\$100 to \$149 (4)
\$150 to \$199 (5)
\$200 to \$249 (6)
\$250 to \$299 (7)
\$300 to \$349 (8)
\$350 to \$399 (9)
\$400 to \$449 (10)
\$450 to \$499 (11)
\$500 or more (12)

## Work for pay

Q37 For the current academic year (2020-21), have you worked or do you expect to work for pay while you are enrolled?				
Do not include volunteer or other unpaid work.				
○ Yes (1)				
O No (2)				
Display Q38 if Q37 For the current academic year (2020-21), have you worked or do you expect to work for pay while you are enrolled? = No				
Q38 Which of the following <u>best</u> describes your primary reason for not working for pay while you are enrolled during the current academic year (2020-21)?				
○ I could not find a job(1)				
<ul> <li>My school work did not allow time for a job (2)</li> </ul>				
○ Family obligations did not allow time for a job (3)				
○ I did not need the additional income (4)				
○ I did not want to work (5)				
Display Q39 – Q43 if Q37 For the current academic year (2020-21), have you worked or do you expect to work for pay while you are enrolled? = Yes				
Q39 For the current academic year (2020-21), are you employed by the University or do you work a non-University job?				
O University job (1)				
O Non-University job (2)				
O Both (3)				

# Q40 For the current academic year (2020-21), how many hours per week on average have you worked or do you expect to work <u>for pay</u> while you are enrolled? Do not include volunteer or other unpaid work.

Enter a number between 1 and 100				
Q41 For the current academic year (2020-21), what has been or what do you expect will be your average wage per hour from all jobs worked while you are enrolled?				
○ Less than \$8.00 (1)				
○ \$8.00-\$8.99 (2)				
\$9.00-\$9.99 (3)				
\$10.00-\$10.99 (4)				
\$11.00-\$11.99 (5)				
\$12.00-\$12.99 (6)				
\$13.00-\$13.99 (7)				
\$14.00-\$14.99 (8)				
\$15.00-\$15.99 (9)				
\$16.00-\$16.99 (10)				
\$17.00-\$17.99 (11)				
\$18.00-\$18.99 (12)				
\$19.00-\$19.99 (13)				
○ \$20.00 or more (14)				
Q42 For the current academic year (2020-21), how many weeks would you say that you have worked or expect to work <u>for pay</u> ?				
○ All the weeks you are enrolled (1)				
○ Most of the weeks you are enrolled (2)				

<ul> <li>Less than half the weeks you are enrolled (4)</li> </ul>
Q43 For the current academic year (2020-21), how much will you earn from all the jobs you have held or will hold?
Include what you have earned so far AND what you expect to earn before the end of this academic year.
Enter a number between 1 and 90000. Do not include commas, decimal points, or a dollar sign
Q44 Has the pandemic/distance learning affected your work hours or your earning this year?
□ No, I work the same hours (1)
U NO, I WORK the Same hours (1)
○ No, r work the same flours (1) ○ No, my earnings are the same (2)
` '
□ No, my earnings are the same (2)
<ul><li>No, my earnings are the same (2)</li><li>✓ Yes, I work more hours (3)</li></ul>
<ul> <li>No, my earnings are the same (2)</li> <li>Yes, I work more hours (3)</li> <li>Yes, I work fewer hours (4)</li> </ul>
<ul> <li>No, my earnings are the same (2)</li> <li>Yes, I work more hours (3)</li> <li>Yes, I work fewer hours (4)</li> <li>Yes, I earn more (5)</li> </ul>
No, my earnings are the same (2)  Yes, I work more hours (3)  Yes, I work fewer hours (4)  Yes, I earn more (5)  Yes, I earn less (6)

# Other expenses and closing questions

Q45	Do you send money to parents or siblings to assist with family expenses?	
	○ Yes (1)	
	O No (2)	
	Have you incurred additional expenses as a result of the pandemic/distance ning? Please explain.	e
	Please tell us about any other necessary expenses you have had during the demic year (2020-21) that were not included in any of the questions above.	e current
	Please use the space below for any comments you have about this survey, problems you may have had or suggestions.	including